

Huby & Sutton Community Shop Ltd
Annual General Meeting
Thursday 28 September 2017 7.30pm
Memorial Hall, Huby

Present:

CHAIRMAN Denise Howard OBE, TREASURER Sara Ellis, COMPANY SECRETARY Lynn Wagstaff

DIRECTORS Elaine Corden, Terry Wolf, John Micklethwaite, Adrienne Micklethwaite, Maurice Jones

MEMBERS 18 other shareholder members

Apologies: Over 50 apologies were received

Chairman's report: Thank you all for making the effort to support our 2nd AGM. As a Community Benefit Society we have a set of legal and financial responsibilities and are required to report to the Financial Conduct Authority every year. This AGM is a formal part of our constitution but is also I hope, an opportunity for us to reflect on what we have achieved and to share our plans for the future with our shareholders. We have almost 500 shareholders now, and if you know a neighbour who isn't a shareholder, do encourage them to pick up an application form from the shop and part with their £20.

It has been a tremendous achievement, that by working together we have been able to safeguard our village shop and post office for the benefit of everyone living, working and visiting Huby and Sutton villages.

We have traded successfully during our second year, increasing turnover and making an operational profit. Sara will talk more about finances in her report. I would not want you to think, however, that this is easy!

As members of the Plunkett Foundation, we receive case studies and news on other community shop. Many are doing well with the continued hard work of their volunteers but a few are struggling. This is Blisland Community Shop and Café....

September 2016 was a very difficult time for Blisland Community shop and café. On 7 September, the existing Committee stood down and a new Committee made up of locals with business experience was appointed.

As a newcomer to Blisland and recently retired, and with business experience and time on her hands, Beth Caudwell was voted onto the Committee and found herself as Treasurer. She said:

“Within a matter of days it became apparent that there was no money to pay suppliers, most of whom wanted cash payments due to failed direct debits we quickly needed to raise at least £7,500. What a challenge! But fate stepped in...

A chance meeting with a violinist led to a concert and auction being arranged in an attempt to raise much needed funds. A planning team was quickly formed, and the concert, raffle and auction raised over £7,500. The shop was saved but the fun was only just starting.

For the first few weeks we had to pay for the Bookers order on personal credit cards as Booker would not give us credit due to failed direct debits. We then began moving all suppliers from mostly being paid cash from the till to bank payments.

The previous Committee was very unhappy at what had happened and initially the new committee faced a certain amount of criticism from locals, despite the shop being saved from closure. Criticism largely stemmed from changes which needed to be made to save the shop such as reducing paid staff hours and increasing the use of volunteers as well as reducing shop hours.

A major setback was the discovery that an electric meter reading had not been applied since 2014. After some negotiation with the energy company, it was agreed that they should have been more vigilant in obtaining and applying the meter reading. They gave us a credit for over £3,000 meaning we could continue trading.

Fund raising has been a constant feature of the last 10 months. We have raised over £15,000 through various events and activities including:

- Raffles
- Sponsored cycle ride raising over £1,750
- Bring and buy events
- Three concerts (with advance ticket sales, refreshments supplied and asking for donations on the night)

Our Management Committee was very shocked when they read about Blisland! We have not had to resort to emergency fundraising and have managed to pay our way from trading income and some grants. We have also been able to repay some of the £42k of bonds loaned to us by shareholders and were very grateful to those bond-holders who waived interest or converted their 2015 bond to a donation earlier this year. £4250 in converted donations enabled us to make some improvements to the shop including a new hand-rail, outdoor furniture etc. We recently upgraded our credit card terminal - which is now connected to the till to minimise user error - and can take contactless payments. We are

also now able to give cash back on purchases in the shop. We have also ordered a new outdoor store for low value, heavy stock like the large bottles of water and coke, which will make it easier for all our volunteers. The space for stock and storage is a limiting factor for us, and makes weekly ordering a headache for Elaine and Jack.

We are ever mindful of margins. Although set up as a not for profit enterprise, of course we need to make a reasonable margin to pay our way, repay loans, build reserves and eventually be able to reinvest in community projects. And as a business, we also have to pay corporation tax on our profit. We are on track to be able to repay some more bonds in April 2018 if trading continues in a similar vein.

Since our first AGM last September, we have held several events to keep people informed about what we are doing.

We held our 2nd Birthday BBQ Breakfast on Sunday 14 May and the Management Committee served around 120 customers, with donations to Yorkshire Cancer Research – our charity for 2017. Big thanks to Sara Ellis for the lovely Barkers birthday cake.

At the end of June, we also held a special thank you BBQ for our volunteers in the garden at Huby Village Memorial Hall. My husband seems to be the 'go-to' BBQ chef for these events and rose to the challenge of cooking for 30 volunteers on a sunny Sunday evening. Volunteers meetings are held every 3 months or so and we find this works well in a social setting ie the pub!

We have hosted several study visits to the shop from other community shops including Slaley in Northumberland and Church Fenton this July. It is always refreshing to meet other volunteers running community shops and we always learn something from each other – plus we were paid £200 for hosting each visit.

Earlier in the year, I nominated Barkers in the National Retail Awards run by the Post Office, in the Community Champion category. I didn't nominate an individual but rather the whole community for how they had worked together to save the shop and post office. Janet Haw and Elaine Corden represented Barkers of Huby and enjoyed a glittering gala dinner at the Park Lane Hilton, with entertainment from Pixie Lott. We made it to the final 9, then the final six on the night. I was thrilled with this, as the entrants and winners are usually individuals and our unusual entry, went down well with the judges even though we didn't win. The Post Office nationally covered all the expenses although Janet did manage to blag a room upgrade at check-in when the reception assistant from Selby realised they were 'local'.

Elaine and Sara also represented Barkers at the Hambleton District Council Business Awards in June where we were finalists in the Independent Retailer Category.

The Rural Oscars are now open for entries so we would welcome any nominations if you felt minded to nominate Barkers! Details are at the shop or on the Countryside Alliance website.

It isn't all award ceremonies! As a business we have to comply with trading standards, health and safety, tax and financial regulations, employee law etc etc

We couldn't do this without the time, skills and support given by the Management Committee who are also volunteers. I would like to personally thank each and every one of them, for their help in continuing to make Barkers of Hubby such a success during this second year of trading. Terry Wolf is vice-chairman and manages the volunteer rotas. Elaine manages the wholesale orders and buys in seasonal products. Adrienne takes the lead on the Duke of Edinburgh Award volunteers. Sara manages most of the book-keeping and John sorts out maintenance issues. Lynn is our company secretary and maintains minutes of meetings and our members register.

Eddie Isherwood stepped down in June, having served on the committee for 2 years, as well as working part time in the Post Office. We wish Eddie good luck in his new job in Manchester. We are grateful to Maurice Jones for stepping in to replace Eddie. We also said goodbye to Jayne Ford who has retired from both Post Offices in Stillington and Hubby. Marion Smith has now been trained and works alongside Jack and Janet in our Post Office and Jack is now officially Post Office Manager.

You don't have to be on the Management Committee to take on responsibility for some aspect of the shop. Janet Haw manages and orders all stationery and cards. Since we installed the stationery rack we've seen a huge increase in sales of postal items and packing tapes etc. We have been able to open every day as planned because of the continuing service and support from our volunteers. However we do have gaps throughout the day and some volunteers do several shifts to keep us open. If you have an hour or two to help, it means we share the workload and achieve so much more by collaborating. And we do have fun. We are happy to train each volunteer within their own comfort zone, and not all volunteers do everything or serve in the shop. Bill Evers does our weekly cash and carry top

up. Dot comes in for an hour a week to help clean and put out stock. Please help or encourage family members if you can.

Finally, for those that don't know, my family has moved from Robin House all of 20 yards across the road to White Horse Cottage, so please don't wake up the new owners early mornings if you are looking for me to open the shop!

Financial report: Sara Ellis presented the financial report for the second years trading from April 2016 to 30 April 2017 (see report attached.) The accounts had previously been circulated and approved by the Management Committee. There were no questions from those present.

Appointment of Accountants: The members approved the recommendation of the Management Committee that Clive Owen & Co should be appointed for a third year.

Election of Committee: There are presently 8 members serving on the management committee, who were all willing to continue in accordance with the appropriate term of office, leaving one vacant place on the MC. The existing committee members were proposed to remain in place by Michael Waite, seconded by Bill Evers.

Any other business:

- Charity of the Year: Forms were circulated amongst those present for nominations for charity of the year. Two charities received an equal number of votes, the decision was to support the Leonard Cheshire Home, Alne Hall for the year 2018.
- Village welcome packs: The new resident packs include a voucher for £3 to spend in the shop, along with a flyer about the services available and a postcard encouraging volunteers. Mr Anderson advised that a similar project was underway in Sutton, which would include the voucher and flyer.
- The newly appointed vicar for the Parish, Mr Whiting, was willing to be involved in the community and support local projects
- The shop is producing 2018 calendars with photographs of the area. Christmas cards will be available with two of the photos.

The formal meeting closed at 7.50pm and was followed by refreshments for those present
